

THE CMDP REVIEW

*Comprehensive Medical and Dental Program
Bi-Annual Communiqué for ACYF, DJC, AOC/JPO*

FALL EDITION

Ph.# 602-351-2245, 1-800-201-1795

SEPTEMBER 2005

Welcome to the **2005 Fall Edition** of the **CMDP REVIEW**.



Cultural Competency in Health Care

Definition of Culture:

- The thoughts, actions, customs, beliefs and values of racial, ethnic, religious or social groups.

Culture Includes:

- How health care information is received.
- How rights and protections are exercised.
- What you think is a problem and how symptoms and concerns about the problem are expressed.
- Who should provide treatment and the type of treatment given.

Health care services should respect the culture of members. Services are culturally competent when they fit the member. They should be based on the member's needs.

Benefits of Cultural Competency:

Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits for members

and foster caregivers to have culturally competent health care services are to:

- Gain sensitivity to member's needs; reduce prejudice and bias.
- Improve the quality of member care and outcomes.
- Improve member satisfaction.
- Develop more appropriate plans of care.

We want members to get health care services that are best for them. Please contact Member Services and tell us if a CMDP member has any cultural needs that are not addressed.

Member Services As A Resource:

Use the Member Services Unit as a resource to find child specific, culturally competent health care services and/or providers such as:

- Past AHCCCS health care providers.
- Health care providers for the individual needs of a member, including one of a certain gender, ethnicity, location, or one who speaks a certain language.
- Health care services responsive to a member's cultural or religious beliefs.
- Translation services for health care appointments.
- Interpretation services orally or for hearing impaired.
- Health care information in a native language.

Equal Opportunity Employer Program. Persons with a disability may request a reasonable accommodation such as a sign language interpreter. Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternative formats by contacting Member Services at 602- 351-2245 or toll free 1-800-201-1795.

- Health care information in an alternative format for the visually impaired.



Member Services Updates

Children removed from their home and placed into foster care by Child Protective Services (CPS) are enrolled with CMDP for health care coverage when the CHILDS Removal Status Window (LCH-029) is completed for the child. Enrollment data from CHILDS is electronically transmitted to CMDP.

CMDP produces a New Member Packet for each child. It includes member identification cards, information on selecting a Primary Care Provider (PCP) and other health related materials. The Arizona Health Care Cost Containment System (AHCCCS) requires CMDP to provide this information to each new member. The packets are sent to the agencies with custody of CMDP members. ***Please deliver the entire packet to the child's placement. It can be hand delivered or sent by postal mail.***

CMDP Member Services' representatives receive many calls from CPS staff requesting the CMDP identification (ID) number for children enrolled with CMDP.

The CMDP ID number is the same as the CHILDS Participant ID number. Zeros are added to the beginning of this number to make all CMDP IDs 9 digits long.

Member Services' representatives can be contacted by email to request CMDP ID cards. This is a very effective method when requesting ID cards for two or more children.

If you have a request for ID cards contact the following staff at their email addresses:

VeronicaGuzman@azdes.gov

LMoore@azdes.gov

MariaVillanueva@azdes.gov



Member Services' representatives also receive calls regarding who is responsible for payment of orthodontic services for children after they leave foster care and CMDP coverage.

Before orthodontic treatments are approved, two forms must be completed and returned to CMDP:

The "Statement Of Responsibility For Orthodontic Treatment"-CMD-10171FORNA is completed by the dental provider, the child's case manager or assigned worker and the person who agrees to be responsible for payments if the child leaves foster care before the course of treatment is completed.

The other form is the "Factors for Case Managers to Consider-Determining Understanding & Appropriateness of Orthodontics Services (Braces) for the Child, While in Foster Care".

The case manager or assigned worker is responsible for estimating the length of foster care for the child and locating a responsible party to pay the remaining balance of the dental costs if the child leaves foster care before services are completed. The case manager or assigned worker signs the forms and returns them to CMDP. Make a copy of the completed forms and retain with the child's case records for future reference.

Most orthodontic services are completed within 2 years. CMDP pays half of the total cost at the beginning with the remaining cost spread out over the length of the treatments.

If there are questions or concerns about the orthodontic treatments, such as not being able to locate a responsible party or not knowing how long the child will remain in foster care, contact the Medical Services Unit to discuss the situation. Also if you think the child may not be a good candidate for this service at the present time, please contact the Medical Services Unit.

For any health care service for children enrolled with CMDP, including orthodontic treatments, please remind foster caregivers NOT TO PAY OUT OF POCKET, unless it is an emergency, or they have contacted CMDP before paying. This is really important!

If the provider is not registered with CMDP, or if upon review of the service provided, CMDP does not find medical necessity, it may be very difficult for CMDP to reimburse the foster caregiver.

"Kids' Health" Web Site

Banner Children's Hospital has a new Web site for children and teens. Cartoons and games

are used to show how to stay healthy. The web site is in English and Spanish.

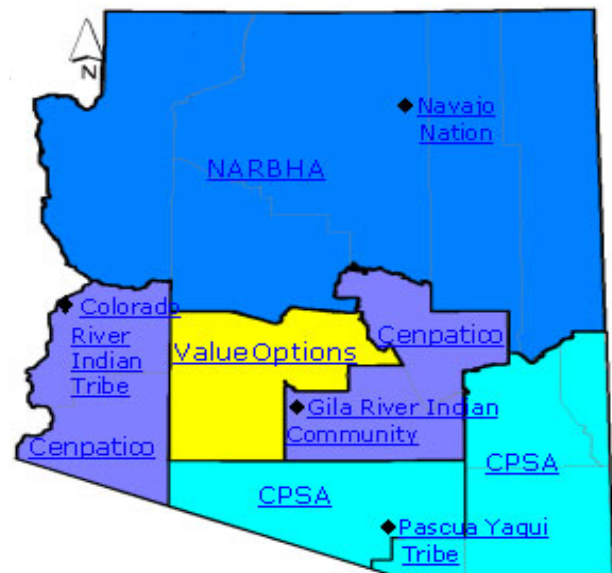
Children can learn how to take care of their health. They can learn to make healthy snacks and the meaning of some medical terms. The section for teenagers has tips on healthy relationships.

Also the use of drugs and alcohol are discussed, keeping school and job in balance, and physical fitness. To learn more go to www.bannerhealth.com and enter the keyword "kidshealth".

New Arizona Regional Behavioral Health Authority

On July 1st, 2005, **Cenpatico Behavioral Health** became the new Regional Behavioral Health Authority for the following Arizona counties:

Yuma, La Paz, Pinal, and Gila



Cenpatico is also known as the Greater Arizona Behavioral Health Authority or GREABHA. Please call Cenpatico if you have any questions at:

Toll Free 1-866-495-6738, 7 days a week, 24 hours a day; Crisis Line-1-866-495-6735
Web site-<http://www.cenpaticoaz.com/>

Contact the CMDP Behavioral Health Coordinators at 602-351-2245 or 1-800-201-1795, ext. 7009 for Annette Sims or ext.7060 for Lynda Correia if there are any questions regarding this notice.



Family Planning Services

Children ages 12 and up should receive the CMDP Family Planning Services form (CMD-078) after enrollment. This form is only in the New Member Packets for children ages 12 and up. Please ensure the Family Planning Services form and the rest of the materials in the packets are given to these children.

Information on family planning services should be provided to this age group yearly. The form is provided as an attachment with this newsletter. Please give a copy to each child or young adult in your custody that is 12 years old and up.

For more information on family planning services contact the EPSDT/Maternal Child Health nurse in the CMDP Medical Services Unit. The phone number is 602-351-2245 or 1-800-201-1795, ext. 7063.



Dental Exams

An oral health screening for CMDP members is part of the Well-Child (EPSDT) screening by a PCP. PCP's can refer members of all ages for needed services based on their oral health screenings. The screening does not take the place of an exam by a dentist.

The American Association of Pediatric Dentistry recommends that dental visits begin by age one. Most children start getting routine annual dental exams at 3 years old. Two exams a year are covered by CMDP.

CMDP Provider Network

CMDP's Preferred Provider Network consists of primary care providers and health care specialists. The Provider Services Unit is interested in hearing from the agencies with custody of CMDP members, in particular Child Protective Services. The Provider Services Unit ask for suggestions on how the network can be improved to meet the needs of children throughout the state of Arizona.

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Please let Provider Services know where you have experienced a need for more health care providers who accept CMDP so recruitment efforts can be focused more effectively. Please identify the specific community and the type of health care providers needed, such as pediatricians, dentists, etc. Respond to Carol Renslow or Cathy Nunez at 602-351-2245 or 1-800-201-1795, exts. 7081 or 7042.

Their email addresses are CNunez@azdes.gov and CRenslow@azdes.gov.

CMDP realizes it may be difficult to locate a health care provider outside of Arizona. Out-of-state foster caregivers are encouraged to use their family doctor and dentist whenever possible. However all providers are required to register with the Arizona Health Care Cost Containment System.

The Provider Services staff is responsible for handling the registration of all health care providers, including those out-of-state. Provider Services staff contacts the identified out-of-state providers and explain the health plan's coverage and payment procedures.

Please contact the Provider Services staff for assistance with out-of-state providers. The phone numbers are 602-351-2245 or 1-800-201-1795, ext. 7042 and 7081.



**Please visit the CMDP Website
at:**

<http://www.azdes.gov/dcyf/cmdpe/>

